

2-005.02C Other Agencies: The Director may delegate to administrators authority to disclose case information to other agencies that administer federal or federally assisted programs which provide assistance, in cash or in kind, or services, directly to the individual on the basis of need. These designated staff are also responsible to see that staff under their supervision observe rules and regulations regarding the safeguard of confidential information. Staff may release information to other agencies when the applicant or client has requested services of the agency, or when the agency's objective in obtaining the information is to provide services to the applicant or client. An applicant's or client's request for services includes permission for a release of information. Whenever possible, the staff shall inform the client of a request for information from an outside agency before releasing the information. In emergency situations, the staff may release information to an outside agency without first notifying the client. In these instances, the staff shall inform the client as soon as possible after the information has been released.

2-005.02D Client's Case Record: ~~Ordinarily, the staff shall not make the applicant's or client's case record available to the individual. The record may contain confidential information obtained from outside sources, as well as agency evaluations of the case situation. Particular excerpts from the record may be made available to the individual if requested, and if it can be done without disclosing other confidential information.~~

~~If the applicant or client has requested a fair hearing, the staff shall make the case file available to the applicant, client, or authorized representative for examination. The staff shall make available any copies of the documents which will be presented by the agency at the hearing. However, case records must not be removed from the agency by the client, applicant, or representative. If a representative of the client requests to review the file, s/he must furnish a written release from the client authorizing the review. The staff will retain the release in the case file.~~

If a client requests a fair hearing or furnishes a written request, staff must make the client's application and case record available. The information may be furnished to the client and/or his/her representative.

If the client has requested a fair hearing, staff must make available confidential information which will be presented by the agency at the fair hearing. Confidential information which will not be presented at the fair hearing is not released.

If the client has not requested a fair hearing, confidential information is not released.

The client or his/her representative must not remove case records from the agency. If the client's representative requests to review the file, s/he must furnish a written release from the client authorizing the review. The staff will retain the release in the case file.